

Questions and Responses

SWAA July 2021

Objective: Obtain information on how the COVID-19 pandemic has impacted the future of working from home

Target population: Full-time working age adults (i.e. 20 to 64 years old) Target N = 2500 Max N = 2600

Geography: United States

Sample size: Target N=5000; Maximum N=5000

Legend

Blue = coding instructions

Green = reader notes

Red = termination logic

Introduction

Screening questions

1. How old are you?

Multiple choice | Required | Vertical | Single-select

- a) Under 20 **[TERMINATE]**
- b) 20 - 29
- c) 30 - 39
- d) 40 - 49
- e) 50 - 64
- f) 65+ **[TERMINATE]**

2. **Currently (this week)** what is your work status?

Multiple choice | Required | Vertical | Single-select

- a) Working for pay, whether on business premises or working from home
- b) Still employed and paid, but not working
- c) Unemployed, looking for work
- d) Unemployed, awaiting recall to my old job
- e) Not working, and not looking for work

show block if Q2 selected choice is "Working for pay, whether on business premises or working from home"

3. How many full days are you working this week (whether at home or on business premises)?

Multiple choice | Required | Vertical | Single-select

- a) 1 day **[TAG: 1]**
- b) 2 days **[TAG: 2]**

- c) 3 days [TAG: 3]
- d) 4 days [TAG: 4]
- e) 5+ days [TAG: 5]

4. You have indicated that you are working this week. How many **full paid working days** are you **working from home** this week?

Multiple choice | Required | Vertical | Single-select

If this answer is greater than the previous answer, error reads:

"The number of total days working from home this week cannot exceed the total number of days you said you worked this week (in the previous question)."

- a) **None**, all my paid working days were on business premises [TAG: 0]
- b) **1 full paid day** working from home [TAG: 1]
- c) **2 full paid days** working from home [TAG: 2]
- d) **3 full paid days** working from home [TAG: 3]
- e) **4 full paid days** working from home [TAG: 4]
- f) **5+ full paid days** working from home [TAG: 5]

[Q5 logic: Show if Q2 selected choice is any of "Working for pay, whether on business premises or working from home", "Still employed and paid, but not working"]

5. Which of the following best describes your current employment situation?

Multiple choice | Required | Vertical | Single-select

- a) I am a **wage and salary employee**, and my main job accounts for most of my earnings
- b) I am a **wage and salary employee** who also earns a lot of extra income from side jobs
- c) I am **self-employed** and run my own business
- d) I earn most of my income as an **independent contractor, freelancer, or gig worker**.

6. **During the COVID-19 pandemic** have you at any point worked primarily from home, for example, due to lockdowns or because it was unsafe or otherwise not possible to work on business premises?

Multiple choice | Required | Vertical | Single-select

Auto skip if already indicated some 1 or more wfh days this week

- a) Yes
- b) No <Skip if already indicated some 1 or more wfh days this week>

7. **After COVID, in 2022 and later**, how often would you **like to** have paid workdays at home?

Multiple choice | Required | Vertical | Single-select

- a) Never
- b) About once or twice per month
- c) 1 day per week
- d) 2 days per week
- e) 3 days per week
- f) 4 days per week

- g) 5+ days per week

Set random_group to:
50% group1 50% group2

8. **After COVID, in 2022 and later**, how often **is your employer planning** for you to work full days at home?

Multiple choice | Required | Vertical | Single-select

- a) Never
 - b) About once or twice per month
 - c) 1 day per week
 - d) 2 days per week
 - e) 3 days per week
 - f) 4 days per week
 - g) 5+ days per week
 - h) My employer has not discussed this matter with me or announced a policy about it
 - i) I have no employer
9. In **2019 (before COVID)** approximately how many **hours a week** did you work when employed?

Number | Required | Min: 0 | Max: 100 | Decimals: 1

_____ hours

[Q10 logic: Show if Q2 selected choice is "Working for pay, whether on business premises or working from home"]

10. How many **hours per week** are you **working for pay in mid-July (now)**?

Number | Required | Min: 0 | Max: 100 | Decimals: 1

_____ hours

11. In **2019 (before COVID)** how long was your typical commute to work in minutes?

Number | Required | Min: 0 | Max: 240

_____ minutes

[Q12 logic: Show if Q6 selected choice is "Yes"]

12. **During the COVID-19 pandemic**, while you have been working from home, how are you now spending the **time you have saved by not commuting?**

Please assign a percentage to each activity (the total should add to 100%).

Allocation | Required | Randomize | Total: 100

- a) Working on your current or primary job
- b) Working on a second or new secondary job
- c) Childcare
- d) Home improvement, chores, or shopping
- e) Leisure indoors (e.g. reading, watching TV and movies)
- f) Exercise or outdoor leisure

13. In what industry is your **current** job? If not currently working, then please report the industry of your **most recent** job

Multiple choice | Required | Vertical | Single-select

- a) Agriculture, Forestry, Fishing, or Hunting
- b) Arts, Entertainment or Recreation
- c) Banking, Finance, or Insurance
- d) Construction
- e) Education
- f) Health Care and Social Assistance
- g) Hospitality and Food Services
- h) Information Services, including Publishing or Media
- i) Manufacturing
- j) Mining, Quarrying or Oil and Gas Extraction
- k) Professional, Technical or Business Services
- l) Real Estate or Rental and Leasing Services
- m) Retail Trade
- n) Transportation or Warehousing
- o) Utilities
- p) Wholesale Trade
- q) Government, including all federal and state
- r) Other (please specify) [\[text input\]](#)

14. What is your **occupation**?

Multiple choice | Required | Vertical | Single-select

- a) Armed forces
- b) Construction and extraction (e.g. mining)
- c) Farming, fishing, and forestry
- d) Installation, maintenance and repair
- e) Management, business and financial
- f) Office and administrative support
- g) Production
- h) Professional and related
- i) Sales and related
- j) Service
- k) Transportation and material moving
- l) Other (please specify) [\[text input\]](#)

15. How much did you earn by working **in 2019**?

Multiple choice | Required | Vertical | Single-select

- a) Less than \$5,000 [\[TAG: 4\]](#) **[TERMINATE]**
- b) \$5,000 to \$10,000 [\[TAG: 7.5\]](#) **[TERMINATE]**
- c) \$10,000 to \$19,999 [\[TAG: 15\]](#)
- d) \$20,000 to \$29,999 [\[TAG: 25\]](#)
- e) \$30,000 to \$39,999 [\[TAG: 35\]](#)
- f) \$40,000 to \$49,999 [\[TAG: 45\]](#)
- g) \$50,000 to \$59,999 [\[TAG: 55\]](#)
- h) \$60,000 to \$69,999 [\[TAG: 65\]](#)
- i) \$70,000 to \$79,999 [\[TAG: 75\]](#)

- j) \$80,000 to \$99,999 [TAG: 90]
- k) \$100,000 to \$124,999 [TAG: 113]
- l) \$125,000 to 149,999 [TAG: 138]
- m) \$150,000 to \$199,999 [TAG: 175]
- n) \$200,000 to \$499,999 [TAG: 225]
- o) \$500,000+ [TAG: 500]

16. What is your sex?

Multiple choice | Required | Vertical | Single-select

- a) Female
- b) Male
- c) Other or prefer not to say

17. What is the highest level of education you have completed?

Multiple choice | Required | Vertical | Single-select

- a) Less than high-school diploma
- b) High-school diploma or GED certificate
- c) 1 to 3-years of college
- d) 4-year college degree
- e) Masters or Professional Degree
- f) PhD

18. What is your race or ethnicity?

Multiple choice | Required | Vertical | Single-select

- a) Black or African American
- b) Hispanic (of any race)
- c) Asian
- d) Native American or Alaska Native
- e) Native Hawaiian or Pacific Islander
- f) White (non-Hispanic)
- g) Other, or prefer not to say

Section 2

19. How reliable is your internet connection?

Multiple choice | Required | Vertical | Single-select

- a) Perfect, the internet works 100% of the time
- b) Good, the internet works 90% of the time
- c) Moderate, the internet works 70% to 80% of the time
- d) Poor, the internet works less than 70% of the time
- e) None, I have no internet connection at home

[Q20 logic: Show if Q6 selected choice is "Yes"]

20. You indicated that you have worked from home at some point during COVID. While working from home under COVID, do you have your **own room to work in**?

Multiple choice | Required | Vertical | Single-select

- a) Yes, my bedroom
- b) Yes, another room that is not my bedroom
- c) No, I share a room when I am working

[Q21 logic: Show if Q6 selected choice is "No"]

21. You indicated that you have **not** worked from home at any point during COVID. If you had to work from home due to the pandemic, do you have your **own room to work in**?

Multiple choice | Required | Vertical | Single-select

- a) Yes, my bedroom
- b) Yes, another room that is not my bedroom
- c) No, I share a room when I am working

Worked five days a week

show if they worked 5+ days a week

22. **Assuming it doesn't matter for your pay**, which working arrangements would you prefer **after COVID is under control**?

Multiple choice | Required | Vertical | Single-select

- a) Working 5 days a week on my employer's premises
- b) Working 3 days a week on my employer's premises and 2 days at home
- c) I don't prefer one over the other

[Q23 logic: Show if Q22 selected choice is "Working 5 days a week on my employer's premises"]

23. How much **extra pay** would it take for you to prefer working **3 days a week on your employer's premises and 2 days at home** after COVID is under control?

Multiple choice | Required | Vertical | Single-select

- a) Less than 5% extra
- b) 5% to 10% extra
- c) 10% to 15% extra
- d) 15% to 25% extra
- e) 25% to 35% extra
- f) More than 35% extra

[Q24 logic: Show if Q22 selected choice is "Working 3 days a week on my employer's premises and 2 days at home"]

24. How much **extra pay** would it take for you to prefer working **5 days a week on your employer's premises** after COVID is under control?

Multiple choice | Required | Vertical | Single-select

- a) Less than 5% extra
- b) 5% to 10% extra
- c) 10% to 15% extra
- d) 15% to 25% extra
- e) 25% to 35% extra

f) More than 35% extra

26. Do you currently live with a partner or other adults? (Please check all that apply)

Multiple choice | Required | Vertical | Multi-select

- a) No
- b) Yes, with a spouse or domestic partner
- c) Yes, with one or more adult children or other relatives
- d) Yes, with roommates

27. Do you live with any children under the age of 18?

Multiple choice | Required | Vertical | Single-select

- a) No
- b) Yes

[Q28 logic: Show if Q27 selected choice is "Yes"]

28. Please provide the age of each child under 18 who you live with.

Note: While you may give details for *up to* 8 children, please **only provide details for as many children as you actually live with.** So, if you only live with 1 child, please only provide the age for "Child 1." If you only live with two children, please only provide ages for "Child 1" and "Child 2", etc.

Combination | Required

	Dropdown
Child 1	0
Child 2	1
Child 3	2
Child 4	3
Child 5	4
Child 6	5
Child 7	6
Child 8	7
	8
	9
	10
	11
	12
	13
	14
	15
	16
	17
	18+

[Q29 logic: Show if Q26 selected choices includes "Yes, with a spouse or domestic partner" AND Q27 selected choice is "Yes"]

29. What is your *spouse or domestic partner's* **current** working status?

Multiple choice | Required | Vertical | Single-select

- a) Working primarily from home
- b) Working primarily on business premises
- c) Not working

[Q30 logic: Show if Q26 selected choices includes "Yes, with a spouse or domestic partner" AND Q27 selected choice is "Yes"]

30. What was your **spouse or domestic partner's working status before COVID (in 2019)?**

Multiple choice | Required | Vertical | Single-select

- a) Working primarily from home
- b) Working primarily on business premises
- c) Not working

31. Do you need to be **physically present on business premises** to perform your job (current or most recent)?

Multiple choice | Required | Vertical | Single-select

- a) Yes, to perform all of my job
- b) Yes, to perform part of my job
- c) No

Worked from home

show block if Q6 selected choice is "Yes"

32. How does your efficiency working from home **during the COVID-19 pandemic** compare to your efficiency working on business premises **before the pandemic?**

Multiple choice | Required | Vertical | Single-select

- a) Better -- I am **more** efficient at home than I was working on business premises
- b) About the same -- I'm equally efficient in both places
- c) Worse -- I am **less** efficient at home than I was working on business premises

[Q33 logic: Show if Q32 selected choice is "Better -- I am more efficient at home than I was working on business premises"]

33. How much **more efficient** have you been working from home **during the COVID-19 pandemic** than on business premises **before the COVID-19 pandemic?**

Multiple choice | Required | Vertical | Single-select

- a) Under 5% more efficient
- b) 5% to 10% more efficient
- c) 10% to 15% more efficient
- d) 15% to 25% more efficient
- e) 25% to 35% more efficient
- f) Over 35% more efficient

[Q34 logic: Show if Q32 selected choice is "Worse -- I am less efficient at home than I was working on business premises"]

34. How much **less efficient** have you been working from home **during the COVID-19 pandemic** than on business premises **before the COVID-19 pandemic**?

Multiple choice | Required | Vertical | Single-select

- a) Under 5% less efficient
- b) 5% to 15% less efficient
- c) 5% to 10% less efficient
- d) 15% to 25% less efficient
- e) 25% to 35% less efficient
- f) Over 35% less efficient

show block if Q32 selected choice is "Better -- I am more efficient at home than I was working on business premises"

35. Is **time saved by not commuting** part of your **extra efficiency when working from home**?

Multiple choice | Required | Vertical | Single-select

- a) Yes
- b) No

[Q36 logic: Show if Q35 selected choice is "Yes"]

36. How much of your **extra efficiency when working from home** is due to the **time you save by not commuting**?

[Please pick a number between 0 and 100%, where 0 means none of your extra efficiency is due to time saved from your commute, and 100 means all of your extra efficiency is due to time saved from your commute.]

Slider | Required | Min: 0 | Max: 100

None , 0% ———●———— All, 100%

[Q37 logic: Show if Q32 selected choice is "Worse -- I am less efficient at home than I was working on business premises"]

37. Why are you **less efficient** when working from home? Please select all that apply.

Multiple choice | Required | Vertical | Multi-select | Randomize

- a) I don't have a quiet room to work in
- b) I am frequently interrupted by my kids
- c) I am frequently interrupted by my partner or other adults I live with
- d) I don't have an adequate internet connection
- e) I don't have adequate equipment to work from home
- f) My job involves many tasks that cannot be done remotely
- g) Other, please specify [\[text input\]](#)

[Q115 logic: Show if Q19 selected choice is not "Perfect, the internet works 100% of the time"]

115. How much would your **efficiency working from home** increase if you had perfect high-

speed internet?

Multiple choice | Required | Vertical | Single-select

- a) None, my internet is already fast enough
- b) A little, my efficiency would increase about 5%
- c) Somewhat, my efficiency would increase about 10%
- d) Substantially, my efficiency would increase by 30% or more

38. Compared to your expectations **before COVID (in 2019)** how has working from home turned out for you?

Multiple choice | Required | Vertical | Single-select

- a) Hugely better -- I am 20%+ more productive than I expected
- b) Substantially better -- I am to 10% to 20% more productive than I expected
- c) Better -- I am 1% to 10% more productive than I expected
- d) About the same
- e) Worse -- I am 1% to 10% less productive than I expected
- f) Substantially worse -- I am to 10% to 20% less productive than I expected
- g) Hugely worse -- I am 20%+ less productive than I expected

39. What is the ZIP code of your **current** residential address?

Text input | Required | Single line

Require valid zip code

Min length: 5

Max length: 5

Set state_resi_current to From ZIP

[Q40 logic: Show if Q2 selected choice is "Working for pay, whether on business premises or working from home"]

40. What is the ZIP code of your **current** job's business premises?

Text input | Required | Single line

Require valid zip code

Min length: 5

Max length: 5

Set state_job_curr to From ZIP

41. Since the COVID pandemic began, **how have perceptions about working from home (WFH) changed among people you know?**

Multiple choice | Required | Vertical | Single-select

- a) Hugely improved -- the perception of WFH has improved among almost all (90-100%) the people I know
- b) Substantially improved -- the perception of WFH has improved among most, but not all, of the people I know
- c) Slightly improved -- the perception of WFH has improved among some people I know but not most

- d) No change
- e) Slightly worsened -- the perception of WFH has worsened among some, but not most, people I know
- f) Substantially worsened -- the perception of WFH has worsened among most, but not all, people I know
- g) Hugely worsened -- the perception of WFH has worsened among almost all (90-100%) the people I know

42. Once **most of the population has been vaccinated** against COVID, which of the following would best fit your views on social distancing?

Multiple choice | Required | Vertical | Single-select

- a) Complete return to pre-COVID activities
- b) Substantial return to pre-COVID activities, but I would still be wary of things like riding the subway or getting into a crowded elevator
- c) Partial return to pre-COVID activities, but I would be wary of many activities like eating out or using ride-share taxis
- d) No return to pre-COVID activities, as I will continue to social distance

Employed block

show block if Q2 selected choice is any of "Working for pay, whether on business premises or working from home", "Still employed and paid, but not working"

Set employed_question_shown to ...

[Q43 logic: Show for 1/2 of employed respondents]

43. You stated that you are currently employed.
Suppose you got an offer for a **new job with the same pay** as your current job.
Would you be more or less likely to take the new job **if it let you work from home 1 day a week?**

Multiple choice | Required | Vertical | Single-select

- a) I'd be **more likely** to consider the offer
- b) No effect
- c) I'd be **less likely** to consider the offer

[Q44 logic: Show for 1/2 of employed respondents]

44. You stated that you are currently employed.
Suppose you got an offer for a **new job with the same pay** as your current job.
Would you be more or less likely to take the new job **if it let you work from home 2 to 3 days a week?**

Multiple choice | Required | Vertical | Single-select

- a) I'd be **more likely** to consider the offer
- b) No effect
- c) I'd be **less likely** to consider the offer

130. What plans does **your employer** have for **working arrangements of full-time employees after COVID**, in 2022 or later?

Multiple choice | Required | Vertical | Single-select

- a) Fully on-site: full-time employees will work full time on business premises
- b) Hybrid: full-time employees will work 1 to 4 days remotely and the other workdays on business premises
- c) Fully remote: full-time employees will work full-time from home or other remote location
- d) My employer has not discussed this matter with me or announced a policy about it
- e) Other (please specify) [\[text input\]](#)

[Q127 logic: Show if Q130 selected choice is "Hybrid: full-time employees will work 1 to 4 days remotely and the other workdays on business premises"]

127. Who decides which days and how many days employees work remotely?

Multiple choice | Required | Vertical | Single-select

- a) Fully decentralized: **each employee** sets their own schedule, as long as they perform their job
- b) Team level: **each team** decides its schedule of workdays on business premises, but the schedule is common across team members
- c) Company-determined **common** schedule: **everyone** has the same schedule of workdays on business premises (e.g. Monday, Tuesday, and Thursday)
- d) Company-determined **varying** schedule: the company prescribes a schedule that **differs among employees**, e.g. some teams on business premises on Tuesdays and Thursdays, while others must do Mondays and Wednesdays
- e) My employer has not discussed this matter with me or announced a policy about it
- f) Some other plan, please specify [\[text input\]](#)

[Q129 logic: Show if Q130 selected choice is any of "Fully on-site: full-time employees will work full time on business premises", "Hybrid: full-time employees will work 1 to 4 days remotely and the other workdays on business premises"]

129. When does **your employer** anticipate that most of their full-time employees will return to working **one or more days per week on business premises**?

Multiple choice | Required | Vertical | Single-select

- a) They are already doing so
- b) July 2021
- c) August 2021
- d) September 2021
- e) October to December 2021
- f) January to March 2022
- g) After March 2022

[Q131 logic: Show if Q130 selected choice is "Hybrid: full-time employees will work 1 to 4 days remotely and the other workdays on business premises"]

131. Consider a **typical employee of the firm you work for** who is currently working primarily from home.

After COVID, in 2022 and later, how many days a week will **that typical employee** work on business premises?

Multiple choice | Required | Vertical | Single-select

- a) Never
- b) Once or twice per month
- c) 1 day per week
- d) 2 days per week
- e) 3 days per week
- f) 4 days per week
- g) 5+ days per week
- h) My employer has not discussed this with me or announced a policy about this

128. Which of the following would you prefer?

Multiple choice | Required | Vertical | Single-select | Randomize

- a) Being able to choose which days you work from home (if any)
- b) Your employer sets a policy that determines who works from home on which days

Unemployed block

show block if Q2 selected choice is any of "Unemployed, looking for work", "Unemployed, awaiting recall to my old job"

Set unemployed_question_shown to ...

[Q46 logic: Show for 1/2 of unemployed respondents]

46. You stated that you are currently unemployed (looking for work or awaiting recall to your old job).
Suppose you got a new job offer.
For a given pay, would you be more or less likely to take the job **if it allowed you to work from home 1 day a week?**

Multiple choice | Required | Vertical | Single-select

- a) I'd be **more likely** to consider the offer
- b) No effect
- c) I'd be **less likely** to consider the offer

[Q47 logic: Show for 1/2 of unemployed respondents]

47. You stated that you are currently unemployed (looking for work or awaiting recall to your old job).
Suppose you got a new job offer.
For a given pay, would you be more or less likely to take the job **if it allowed you to work from home 2 to 3 days a week?**

Multiple choice | Required | Vertical | Single-select

- a) I'd be **more likely** to consider the offer
- b) No effect
- c) I'd be **less likely** to consider the offer

[Q49 logic: Show if: 1) Unemployed awaiting recall OR 2) Being paid but not working 3) Working and WFH at least 1 day/week]

49. How would you respond if your employer announced that all employees must return to the worksite 5+ days a week starting on September 1, 2021?

Multiple choice | Required | Vertical | Single-select

- a) I would comply and return to the worksite
- b) I would start looking for a job that lets me work from home at least 1 or 2 days a week, but return to the worksite if I don't find one by September 1st.
- c) I would quit my job on or before September 1st, regardless of whether I got another job.

[Q53 logic: Show for group1]

53. Approximately how much did you **earn by working in 2020, on a before-tax basis?**

Number | Required | Min: 0 | Max: 1000

\$ _____ ,000

Allow skipping with checkbox labeled: "Prefer not to answer"

[Q54 logic: Show for group 2]

54. Approximately how much did you **earn by working in 2020, on a before-tax basis?**

Multiple choice | Required | Vertical | Single-select

- a) Less than \$5,000 [TAG: 4]
- b) \$5,000 to \$10,000 [TAG: 7.5]
- c) \$10,000 to \$19,999 [TAG: 15]
- d) \$20,000 to \$29,999 [TAG: 25]
- e) \$30,000 to \$39,999 [TAG: 35]
- f) \$40,000 to \$49,999 [TAG: 45]
- g) \$50,000 to \$59,999 [TAG: 55]
- h) \$60,000 to \$69,999 [TAG: 65]
- i) \$70,000 to \$79,999 [TAG: 75]
- j) \$80,000 to \$99,999 [TAG: 90]
- k) \$100,000 to \$124,999 [TAG: 113]
- l) \$125,000 to 149,999 [TAG: 138]
- m) \$150,000 to \$199,999 [TAG: 175]
- n) \$200,000 to \$499,999 [TAG: 225]
- o) \$500,000+ [TAG: 500]
- p) Prefer not to answer

132. **When you return to work in person**, and you are introduced to somebody will you:

Multiple choice | Required | Vertical | Single-select

- a) Shake hands
- b) Fist bump
- c) Elbow bump
- d) Not touch (just verbally greet)
- e) Other (please specify) [text input]

133. **Before COVID (in 2019)**, when you were introduced to somebody at work what did you do:

Multiple choice | Required | Vertical | Single-select

- a) Shake hands
- b) Fist bump
- c) Elbow bump
- d) Not touch (just verbally greet)
- e) Other (please specify) [\[text input\]](#)

134.

Custom | Optional

[Text with hyperlink to speedtest.net](#)

126.

Combination | Required

Download speed Upload speed	Number input _____ mbps <u>Decimal places: 2</u> <u>Min: 0</u> <u>Max: 1000</u>